

Human Services Committee



AGENDA - REGULAR MEETING

OSWEGO COUNTY, NEW YORK

Date/ Time: Monday, March 4, 2024 at 2:00 p.m.

Location: Conference Room E - Legislative Office Building 46 East Bridge Street Oswego, New York

COMMITTEE MEMBERS:

Roy Reehil, Chair	Legislator, 5 th District
James Scanlon, Vice Chair	Legislator, 16 th District
Frank Bombardo	Legislator, 7 th District
James Karasek	Legislator, 22 nd District
Kevin Hill	Legislator, 15 th District
Herbert Yerdon	Legislator, 2 nd District
Charles Burger	Legislator, 17 th District

CALL TO ORDER:

Pledge of Allegiance

APPROVAL OF MINUTES:

- Approval of Minutes for the Human Services Committee's regular meeting on February 5, 2024.

RESOLUTIONS:

- | | |
|-------------|--|
| HS-1 | Resolution Authorizing Budgetary Modification – Department of Social Services to Fund Eligibility Verification Assistant Automated System |
| HS-2 | Resolution Authorizing Budgetary Modification Department of Social Services to Accept State Funds for the Rental Supplement Program |
| HS-3 | Resolution Authorizing Budgetary Modification Department of Social Services to Accept Federal Funds for Non-Residential Domestic Violence Services |
| HS-4 | Resolution Authorizing Budgetary Modification Department of Social Services for Laserfiche RIO Upgrade |
| HS-5 | Resolution Authorizing Budgetary Modification Department of Social Services - Overtime |
| HS-6 | Resolution Authorizing Budgetary Modification Department of Social Services to Accept State Funds for the Safe Harbor Program |

COMMITTEE REVIEW AND DECISIONS:

- Recommendation of Appointees to the Office For The Aging Advisory Council

REPORTING DEPARTMENTS:

- Oswego City/County Youth Bureau Program Department Updates
 - Imagination Library Presentation
- Veterans Services Department Updates
- Office for the Aging Department Updates
- Social Services Department Updates

ADJOURNMENT:

Human Services Committee

DRAFT



MINUTES - REGULAR MEETING

OSWEGO COUNTY, NEW YORK

Date/ Time: Monday, February 5, 2024 at 2:00 p.m.

Location: Conference E - Legislative Office Building 46 East Bridge Street Oswego, New York 13126

COMMITTEE MEMBERS:

Roy Reehil, Chair	Legislator, 5 th District	Present
James Scanlon, Vice Chair	Legislator, 16 th District	Excused
Frank Bombardo	Legislator, 7 th District	Present
Kevin Hill	Legislator, 15 th District	Present
James Karasek	Legislator, 22 nd District	Present
Herbert Yerdon	Legislator, 2 nd District	Present

STAFF AND GUESTS:

Brian Chetney	Eric Boozer	Sara Sunday	Nicole Kolmsee
Stacy Alvord	Marti Babcock	Kelly Jordal	Veronica Turner
Gidget Stevens	Holly Carpenter	Heather Snow	Kyle Perez
Sara Finley			

CALL TO ORDER:

Regular Meeting of the Human Services Committee was called to order at 2 p.m. by Committee Chair Roy Reehil with the Deputy Clerk of the Legislature present. The meeting commenced with the Pledge of Allegiance.

APPROVAL OF MINUTES:

Motion to approve: Legislator Bombardo
Second: Legislator H. Yerdon
Vote: Unanimous, motion carried

The minutes for the Human Services Committee's Regular Meeting on December 4, 2024, were approved.

RESOLUTIONS:

HS-1 Resolution Re-appointing Members to the Community Services Board- Mental Hygiene Division

Motion to approve: Legislator Hill
Second: Legislator H. Yerdon
Vote: Unanimous, motion carried

HS-2 Resolution Authorizing Reclassification of one Position in the Mental Hygiene Division

Motion to approve: Legislator Bombardo

Second: Legislator Karasek

Vote: Unanimous, motion carried

HS-3 Resolution Authorizing Mental Hygiene Division Suicide Prevention Coalition Contractual Amendment

Motion to approve: Legislator Bombardo

Second: Legislator Hill

Vote: Unanimous, motion carried

HS-4 Resolution Authorizing Budgetary Modification Department of Social Services to Accept Federal Funds for the Transportation Incentive Program

Motion to approve: Legislator H. Yerdon

Second: Legislator Hill

Vote: Unanimous, motion carried

HS-5 Resolution Appointing a Member to The Child Protection Advisory Council- Department of Social Services

Motion to approve: Legislator Karasek

Second: Legislator Hill

Vote: Unanimous, motion carried

HS-6 Resolution Establishing Capital Project Number 0224 Frisbee Golf Course Camp Zerbe

Motion to approve: Legislator Hill

Second: Legislator H. Yerdon

Vote: Unanimous, motion carried

COMMITTEE REVIEW & DECISIONS:

- None

REPORTING DEPARTMENTS

- Eric Boozer provided a Veterans Services Department Update.
- Brian Chetney provided an Oswego City/County Youth Bureau Program Department Update (See handout).
- Sara Sunday Provided an Office for the Aging Department Update.

Motion to cancel door to door contract with OCO: Legislator Reehil

Second: Legislator Karasek

Vote: Unanimous, motion carried

- Stacy Alvord, Director, of Social Services Department provided an Update.

ADJOURNMENT:

Motion to adjourn at 3:42 p.m.: Legislator Karasek

Second: Legislator H. Yerdon

Vote: Unanimous, motion carried

DRAFT

Raven Ahart
Deputy Clerk of the Legislature

RESOLUTION NO.

March 14, 2024

**RESOLUTION AUTHORIZING BUDGETARY MODIFICATION- DEPARTMENT
OF SOCIAL SERVICES TO FUND ELIGIBILITY VERIFICATION ASSISTANT
AUTOMATED SYSTEM**

By Legislator Roy Reehil:

WHEREAS, the Department of Social Services recognizes the need to increase technological assistance to handle the high call volume within the Financial Assistance Programs to allow working staff the time to meet state and federally mandated time frames; and

NOW, upon recommendation of the Human Services Committee and Finance & Personnel Committee; be it

RESOLVED, that the County Treasurer be, and he is, authorized to transfer the funds from A6010-511000 SSADMIN -Salaries and Wages Reg line to A6010-543800 SSADMIN- Other Fees & Services line as shown on the attached budget modification request; and be it further

RESOLVED, that a certified copy of this resolution delivered to the County Treasurer, Budget Office and Human Resources Director shall be their authority to make such adjustments.

RESOLUTION PASSED/FAILED, WITH A VOICE/ROLL CALL VOTE

YES:

NO:

ABSENT:

ABSTAIN:



COUNTY OF OSWEGO
Department of Social Services

Stacy Alvord, MSW
Commissioner

P.O. Box 1320 • Mexico, New York 13114
phone 315.963.5000 • fax 315.963.5600

INFORMATIONAL MEMORANDUM

TO: Oswego County Board of Legislators

DATE: March 14, 2024

SUBJECT: Request for approval of contract with TipCo Automated Systems for Eligibility Verification Assistant (EVA)

SUMMARY: *Operational Issue:* over the past 2 years, DSS has had difficulty in hiring and retaining Community Service Workers (CSWs) for what is now our Integrated Services Team. There are ten CSWs designated to man the Agency's call center, fielding between 6,000 and 10,000 phone calls per month on a rolling call system. CSWs are also responsible to provide a multitude of supportive services to Examiners to allow for timely eligibility determination. Given this team is excessively short-staffed, it can cause the division to frequently pull CSWs from supporting the eligibility staff within the work units. Training efforts have doubled as new staff do not make it through probation or staff leave for other jobs that will pay more with a much-reduced level of stress. As a result, we are unable to meet the mandated time frames for eligibility determination and staff morale and energy is at an all-time low. The state is leaning into auditing counties' success with meeting eligibility determination timeframe mandates, and advocacy groups are hovering for opportunities to hold counties accountable. The resulting potential liability to counties is great.

Recommended Solution: Eligibility Verification Assistant (EVA) is a cutting-edge AI technology geared automated system created by TipCo Automated Systems that would be extremely advantageous to the Integrated Services Team and customers alike. The three creators of TipCo have a combined total of over sixty-one years of experience in implementing strategic systems and assisting those in both the health and human services fields. They are familiar with the ever-evolving complexities of delivering services in as timely and efficient a manner as possible. EVA can assist our Integrated Services Team and eventually other teams in several different ways.

Intended Impacts or Outcomes: During work hours, there would be 5 EVAs that are assisting with the call volume. Through uploading policy and caseload information, EVA would be able to answer questions posed by our clients and the public around general questions such as how to apply, available service resources, and more specific questions regarding the status of the client's case after EVA verifies the individual caller's identity. EVA is a platform that will deliver a consistent customer experience and become an asset as informational capacity is maximized.

EVA can also receive information from clients and forward it on to the appropriate staff person, including documents obtained by texting a link to the caller so they can upload whatever needs to be submitted.

During all calls, EVA can also understand and interpret 6 foreign languages. If the call needs to be forwarded to an eligibility worker, the system will prompt the staff member to type in responses which EVA then translates back to the caller.

As an automated system, EVA would be available to callers 24/7, so can answer client/public questions and receive information on a constant basis. The caller would still have the option to interrupt EVA and ask to speak to an employee if they wish.

In addition to active calls, EVA can also function as an internal "Informational Help Desk" for our staff with policy and program eligibility and documentation questions. We would upload the unit's work and the overall department's policy documents, along with our training materials and guidance documents issued by the state. The staff person can then open a dialogue with EVA to ask questions and EVA would respond based on information contained within those materials. This could save supervisors an enormous amount of time spent answering questions in the first instance, and allow them to spend more time coaching staff, reviewing work that is completed and planning for coverage. Over time, as EVA gains more knowledge, her work on our call center will allow us to shift our employee resources to support eligibility determination and better streamline our processes.

In the future, we can see potential uses for EVA across other county departments, should the county choose to invest. For example, EVA can deploy a chat-bot on the county website to allow the public to ask questions or seek help with locating resources. EVA can help potential visitors to the county navigate all of the tourism sites, restaurants, hotels, etc. that would ensure they better enjoy the beauty of our county. For people looking to move to our county, EVA could help find housing resources, school and community information, etc.

Financial Implications: As an "early-adopter" of the Eligibility Verification Assistant, we are being offered a 50% discount on the proposed services listed in the attachment. Once the initial service is established in the first year, our ongoing costs are only for annual service and maintenance. We would own the software and the licenses for the system – there are no lease expenses. TipCo is also working with 9 other counties in NYS to bring this service across the state.

RECOMMENDED

ACTION: Recommend approval of the proposal presented by TipCo Automated Systems for the Eligibility Verification Assistant. The cost for the first year is \$93,750. The cost for following years' annual service and maintenance will be \$37,500. The Department can claim these expenses and receive 75% state/federal revenue, leaving the local share cost in 2024 at \$23,438. **The cost of this project will be covered by unspent salaries and wages made available due to our hiring/retention difficulties. This is a budget neutral proposal for 2024.**



Proposal

Eligibility Verification Assistant

Prepared For: Oswego, New York Department of Social Services

Date: February 7, 2024

Version: 1.0

Prepared By: TipCo Automated Systems
517 Bowers Court, Circleville, OH 43113
419.308.5834
eva@tipcoautomatedsystems.com

Contents

Our Proposal	2
Deliverables	2
Responsibilities.....	3
TAS Responsibilities.....	3
Oswego DSS Responsibilities.....	3
Project Cost	4
Fee Proposal.....	4
Project Change Control Procedure	4
Proposal Acceptance Signatures	5

Our Proposal

TipCo Automated Systems (TAS) is pleased to present this proposal for our Eligibility Verification Assistant (EVA) to Oswego County Department of Social Services (Oswego DSS). EVA is our AI-powered virtual phone assistant specifically designed to handle customer service and general information calls for Health and Human Services agencies. EVA streamlines and automates common processes while ensuring compliance with state and federal timeliness standards, allowing agencies to optimize its workforce and allocate resources more efficiently toward processing eligibility for crucial benefit programs. By automating these tasks, agencies can focus human resources on complex cases and deliver timely and accurate services to those in need.

EVA's impact goes beyond improving agency efficiency. By reducing administrative burdens and manual processes, EVA enables agencies to expedite eligibility determinations, reducing food, medical, housing, and financial insecurities within communities. This empowers individuals and families to access the vital support they require in a timely manner—not waiting on overburdened staff to manage common tasks—enhancing overall well-being and fostering community stability.

Deliverables

TAS will provide the following deliverables for this engagement, using the most recent, generally available version of Large Language Models, Generative Pre-Trained Transformers, Artificial Intelligence:

EVA Phone—The virtual phone assistant that's primary task is to deflect incoming phone calls from caseworkers so they can focus on processing cases. EVA's core functions will:

- Answer common questions
- Take changes of circumstance
- Provide real-time language translation for incoming calls

EVA Chat—The worker companion that will be deployed to the user's desktop and operates as a chatbot to assist caseworkers by providing access to the following:

- **Eligibility questions and answers**—This one-stop shop for eligibility-related questions will provide new and experienced workers with answers and resources.
- **Technology training**—EVA can consume all the training and reference manuals for the agency's technology tools and answer tool-related questions.
- **Agency policy**—EVA can consume all the agency's policy manuals (human resources, security, and so on) and then answer policy-related questions.

Responsibilities

The following sections outline the responsibilities for activities and tasks to ensure a successful project.

TAS Responsibilities

TAS will be responsible for the end-to-end project management necessary to complete the project successfully. This project management includes:

- Schedule management
- Risk and change management
- Communication management and status reporting
- Deliverable management
- Scope management

TAS will be onsite monthly during the life of the project to ensure project quality and facilitate communication. If a situation, such as COVID, makes onsite visits a safety concern, work will be conducted virtually.

Oswego DSS Responsibilities

Oswego DSS will provide the personnel and facilities necessary to complete the project successfully. The project will be conducted in a blend of onsite and remote work.

While onsite, the TAS project team will require:

- Open/escorted facility access for the project team
- Office space and/or cubicles with the ability to be secured and at least one active network jack (Ethernet connection) or wireless access point, and one electrical connection.
- Office furniture (desk and chairs)
- Meeting rooms with an overhead projector, whiteboard, and supplies for conducting facilitated meetings (based on availability)

During the project, the TAS project team will require:

- Technical assistance as needed
- Appropriate levels of access, procedure documentation, and/or consultation for supporting systems
- An agency-designated project manager to coordinate activities for Oswego DSS resources (for example, personnel and facilities).
- Access to and coordination of subject matter experts (SMEs) for participation in required focus group sessions and worker observations
- Access to project leadership for status updates and removal of barriers to scheduled events
- Documentation for EVA to reference when responding to questions (for example, agency policy and procedure manuals)

Project Cost

The project will last for three months with an anticipated start date of March 1, 2024.

The fees, which are shown in the following table, consist of costs for software, installation and configuration, and first-year maintenance. The total cost of this proposal is **\$93,750.00**. No additional fees will be assessed unless otherwise agreed to by both parties via the process outlined in the "[Project Change Control Procedure](#)" section. A Project Change Request (PCR) will be issued specifying the amended cost(s).

Fee Proposal

Specifications	Price	Quantity	Total	With 50% Discount
EVA Assistant	\$25,000.00	5	\$125,000.00	\$62,500.00
Installation and Configuration	\$5,000.00	5	\$25,000.00	\$12,500.00
First Year Maintenance	\$7,500.00	5	\$37,500.00	\$18,750.00
			Total	\$93,750.00

Project Change Control Procedure

The following process will be used if a change to this project is required:

- A Project Change Request (PCR) will be the vehicle for communicating change. The PCR must include a description, the rationale, and the effect the change will have on the project.
- The designated project manager of the requesting party (TAS or Oswego DSS) will review the proposed change and determine whether to submit the request to the other party.
- Both project managers will review the proposed change and approve it for further investigation or reject it. TAS or Oswego DSS will mutually agree upon charges for such investigation, if any. If the investigation is authorized, the Oswego DSS project manager will sign the PCR, which will constitute approval for the investigation charges. TAS will invoice Oswego DSS for any such charges. The investigation will determine the effect that the implementation of the PCR will have on the project price, schedule, and other terms and conditions of the agreement.
- Upon completion of the investigation, both parties will review the impact of the proposed change and, if mutually agreed, a Change Authorization will be executed.
- A written Change Authorization and/or PCR must be signed by both parties to authorize the implementation of the investigated changes.

Proposal Acceptance Signatures

IN WITNESS WHEREOF, the parties hereto have caused this Proposal to be effective as of February 7, 2024.

By signing below, both parties acknowledge their agreement with the scope of work and the terms outlined in this Proposal.

TipCo Automated Systems

Andrea L. Tipping

CEO & Co-Founder

Printed Name

Title

Andrea L. Tipping

Signature

February 7, 2024

Date

Oswego, New York Department of Social Services

Printed Name

Title

Signature

Date

COUNTY OF OSWEGO
BUDGET MODIFICATION REQUEST

2024
3/14/2024

ACCOUNT NUMBER				ACCOUNT NUMBER		DESCRIPTION	DOLLAR AMOUNT
ORG	OBJECT	PROJ	ORG	OBJECT	PROJ		
A6010	543800					SSADMIN - OTHER FEES & SERVICES	\$ 93,750
			A6010	511000		SSADMIN - SALARIES & WAGES REG	\$ (93,750)
						Provide funding for implementation of EVA system	
							\$ -

DEPARTMENT HEAD	DATE	COUNTY ADMINISTRATOR	DATE
*DIRECTOR OF HUMAN RESOURCES		CHAIRPERSON	DATE
*If Personnel Services are impacted		COUNTY TREASURER	DATE

RESOLUTION NO.

March 14, 2024

**RESOLUTION AUTHORIZING BUDGETARY MODIFICATION DEPARTMENT
OF SOCIAL SERVICES TO ACCEPT STATE FUNDS FOR THE RENTAL
SUPPLEMENT PROGRAM**

By Legislator Roy Reehil:

WHEREAS, the Department of Social Services utilizes Rental Supplement Program funds to provide rental assistance to single individuals and families who are experiencing homelessness or facing imminent loss of housing; and

NOW, upon recommendation of the Human Services Committee and Finance & Personnel Committee; be it

RESOLVED, that the County Treasurer be, and he is, authorized to transfer the funds from A6010-436890 State Aid-RSP line to A6010-545500 Other Supplies and Expenses-RSP line as shown on the attached budget modification request; and be it further

RESOLVED, that a certified copy of this resolution delivered to the County Treasurer, Budget Office and Human Resources Director shall be their authority to make such adjustments.

RESOLUTION PASSED/FAILED, WITH A VOICE/ROLL CALL VOTE

YES:

NO:

ABSENT:

ABSTAIN:



COUNTY OF OSWEGO
Department of Social Services

Stacy Alvord, MSW
Commissioner

P.O. Box 1320 • Mexico, New York 13114
phone 315.963.5000 • fax 315.963.5477

TO: Oswego County Legislature
FROM: Stacy Alvord, Department of Social Services Commissioner
DATE: March 14, 2024
RE: Budget Modification – 2024-25 Rental Supplement Program Allocation

INFORMATIONAL MEMORANDUM

SUBJECT: Budget Modification accepting Rental Supplement Program (RSP) Allocation for SFY2024-25.

BACKGROUND: The Rental Supplement Program funds allow local districts to provide vital rental assistance to individuals and families who are experiencing homelessness or are facing an imminent loss of housing. Oswego County Department of Social Services has been allocated \$432,808 for the SFY of 2024-25.

FISCAL IMPACT: Increase the A6010.545500 Other Supplies & Expenses RSP budget line \$432,808 and increase the A6010.436890 RSP revenue line \$432,808. There will be no local share for 2024 or any future years due to the acceptance of these funds.

RECOMMENDATION: Approve this budget modification to accept the Rental Supplement Program SFY2024-25 allocation of \$432,808.

2024
3/14/2024

ACCOUNT NUMBER			ACCOUNT NUMBER			DESCRIPTION	DOLLAR AMOUNT
ORG	OBJECT	PROJ	ORG	OBJECT	PROJ		
A6010	545500	RSP				SSADMIN - Other Supplies & Expense - RSP	432,808
			A6010	436890	RSP	SSADMIN - State Aid - RSP	(432,808)
						To accept Rental Supplement Program allocation for SFY2024-25	

DEPARTMENT HEAD

DATE _____

COUNTY ADMINISTRATOR

DATE _____

***DIRECTOR OF HUMAN RESOURCES**

DATE _____

CHAIRPERSON

DATE _____

***If Personnel Services are impacted**

COUNTY TREASURER

DATE _____

RESOLUTION NO.

March 14, 2024

**RESOLUTION AUTHORIZING BUDGET MODIFICATION DEPARTMENT OF
SOCIAL SERVICES TO ACCEPT FEDERAL FUNDS FOR NON-RESIDENTIAL
DOMESTIC VIOLENCE SERVICES**

By Legislator Roy Reehil:

WHEREAS, the Department of Social Services utilizes federal funds for non-residential domestic violence services to families with children whose income is at or below the two hundred percent poverty level; and

NOW, upon recommendation of the Human Services Committee and Finance & Personnel Committee; be it

RESOLVED, that the County Treasurer be, and he is, authorized to transfer the funds from A6010-446890 ST Aid Other Social Serv NRDV line to A6010-545500 Other Supplies and Expenses NRDV line as shown on the attached budget modification request; and be it further

RESOLVED, that a certified copy of this resolution delivered to the County Treasurer, Budget Office and Human Resources Director shall be their authority to make such adjustments.

RESOLUTION PASSED/FAILED, WITH A VOICE/ROLL CALL VOTE

YES:

NO:

ABSENT:

ABSTAIN:



COUNTY OF OSWEGO
Department of Social Services

Stacy Alvord, MSW
Commissioner

P.O. Box 1320 • Mexico, New York 13114
phone 315.963.5000 • fax 315.963.5477

TO: Human Services Committee, Oswego County Legislature
FROM: Stacy Alvord, Department of Social Services Commissioner
DATE: March 14, 2024
RE: Budget Modification – SSADMIN – OTHER SUPPLIES & EXPENSES - NRDV

INFORMATIONAL MEMORANDUM

SUBJECT: Budget Modification to accept \$33,735 in Non-Residential Domestic Violence funding for SFY 2023-24.

BACKGROUND: The SFY 2023-24 Non-Residential Domestic Violence allocation provides federal funding for enhanced, expanded core, and/or non-residential domestic violence services to families with children whose income is at or below 200% of the poverty level.

These are 100% federal funds with no local share.

This will be budget neutral.

FISCAL IMPACT: Increase the A6010.545500 Other Supplies & Expenses NRDV budget line \$33,735 and increase the A6010.446890 Other Social Services NRDV revenue line \$33,735. There will be no local share for 2024 or any future years.

RECOMMENDATION: Approve this budget modification to accept \$33,735 in Non-Residential Domestic Violence funding for SFY 2023-24.

**COUNTY OF OSWEGO
BUDGET MODIFICATION REQUEST**

2024
3/14/2024

[illegible]

DEPARTMENT HEAD	DATE	COUNTY ADMINISTRATOR	DATE
*DIRECTOR OF HUMAN RESOURCES	DATE	CHAIRPERSON	DATE
*If Personnel Services are impacted		COUNTY TREASURER	DATE

RESOLUTION NO.

March 14, 2024

**RESOLUTION AUTHORIZING BUDGETARY MODIFICATION DEPARTMENT
OF SOCIAL SERVICES FOR LASERFICHE RIO UPGRADE**

By Legislator Roy Reehil:

WHEREAS, the Department of Social Services utilizes the Laserfiche system for electronic storage of Child Support, Childcare Assistance, Adoption and Accounting records; and

WHEREAS, the previous version of the Laserfiche Avante system was upgraded to Laserfiche RIO post-adoption of the 2024 budget therefore creating a shortage of funds to cover the cost; and

NOW, upon recommendation of the Human Services Committee and Finance & Personnel Committee; be it

RESOLVED, that the County Treasurer be, and he is, authorized to transfer the funds from A6010-511000 SSADMIN-Salaries and Wages Reg line to A6010-543800 SSADMIN- Other Fees & Services line and transfer funds from A6070-511000 AFS-Salaries and Wages Reg line to A6070-543800 AFS- Other Fees & Services as shown on the attached budget modification request; and be it further

RESOLVED, that a certified copy of this resolution delivered to the County Treasurer, Budget Office and Human Resources Director shall be their authority to make such adjustments.

RESOLUTION PASSED/FAILED, WITH A VOICE/ROLL CALL VOTE

YES:

NO:

ABSENT:

ABSTAIN:



COUNTY OF OSWEGO
Department of Social Services

Stacy Alvord, MSW
Commissioner

P.O. Box 1320 • Mexico, New York 13114
phone 315.963.5435 • fax 315.963.5477

INFORMATIONAL MEMORANDUM

TO: Oswego County Board of Legislators
DATE: March 14, 2024
SUBJECT: Budget Modification due to Laserfiche upgrade to RIO

BACKGROUND: The Oswego County Laserfiche system was recently upgraded from Laserfiche Avante to Laserfiche RIO. The upgrade to RIO allowed the use of Laserfiche across 4 county departments (Treasurer, Health, Records Ctr and DSS) to be managed in one system, eliminating the need to have separate admin licenses for each. RIO also allows for different levels of user licenses, with most necessary licenses being far less expensive than the old Laserfiche Avante system user licenses.

DSS continues to expand its use of Laserfiche, so this upgrade is very timely. It is currently being used in Services IV-E Eligibility and Child Support. It will soon be used to store sealed adoption records, Child Care Assistance Program records, and Accounting records.

The annual amount of the DSS Laserfiche system had been budgeted in A6010.543800 for 2024 prior to the upgrade to the RIO system. The annual DSS Laserfiche expense that was budgeted for 2024 was \$8,105. The 2024 DSS portion of the upgraded RIO system will be \$29,530 which is \$21,425 more than was budgeted for 2024.

This budget modification is requesting that underspent salaries and wages be moved to cover this shortage.

FISCAL IMPACT: Increase the A6010.543800 OTHER FEES & SERVICES budget line \$6,660 and increase the A6070.543800 OTHER FEES & SERVICES budget line \$14,765 and decrease the A6010.511000 SALARIES & WAGES REG expense line \$6,660 and decrease the A6070.511000 SALARIES & WAGES REG expense line \$14,765.

RECOMMENDATION: Approve the budget modification to move \$6,660 from A6010.511000 to A6010.543800 Other Fees & Services and move \$14,765 from A6070.511000 to A6010.543800 Other Fees & Services.

RESOLUTION NO.

March 14, 2024

**RESOLUTION AUTHORIZING BUDGETARY MODIFICATION DEPARTMENT
OF SOCIAL SERVICES- OVERTIME**

By Legislator Roy Reehil:

WHEREAS, the Department of Social Services staff have been working overtime to meet the demand of increased caseloads due to program needs and unfilled vacancies as well as state and federally mandated time frames; and

NOW, upon recommendation of the Human Services Committee and Finance & Personnel Committee; be it

RESOLVED, that the County Treasurer be, and he is, authorized to transfer the funds from A6010-511000 SSADMIN – Salaries & Wages Reg line to A6010-512000 SSADMIN- Overtime Payments line as shown on the attached budget modification request; and be it further

RESOLVED, that a certified copy of this resolution delivered to the County Treasurer, Budget Office and Human Resources Director shall be their authority to make such adjustments

RESOLUTION PASSED/FAILED, WITH A VOICE/ROLL CALL VOTE

YES:

NO:

ABSENT:

ABSTAIN:



COUNTY OF OSWEGO
Department of Social Services

Stacy Alvord, MSW
Commissioner

P.O. Box 1320 • Mexico, New York 13114
phone 315.963.5435 • fax 315.963.5477

INFORMATIONAL MEMORANDUM

TO: Oswego County Board of Legislators

DATE: March 14, 2024

SUBJECT: Budget Modification due to Overtime

BACKGROUND: DSS staff have been working additional hours and, in some instances, overtime to meet the demand of increased workloads due to increases in program needs and unfilled vacancies. DSS continues efforts to interview and hire to reduce the current number of vacancies, however, there continues to be a need for current staff to work additional and overtime hours to meet the mandated deadlines until the new employees have been sufficiently trained and are productive.

DSS projects the need through the end of the 2024 calendar year; to allow for hiring, training and measurable productivity from the new employees. In general, the non-services wages are reimbursed at 50% Federal, 25% State, and 25% Local. The local portion for this budget modification is being moved from underspent salaries and wages.

This will be budget neutral.

FISCAL IMPACT: Increase the A6010.512000 Overtime Payments budget line \$95,000 and decrease the A6010 511000 Salary & Wages Reg expense line \$95,000.

RECOMMENDATION: Approve the budget modification to move \$95,000 from A6010.511000 to A6010.512000 Overtime Payments

/ltw

RESOLUTION NO.

March 14, 2024

**RESOLUTION AUTHORIZING BUDGETARY MODIFICATION DEPARTMENT
OF SOCIAL SERVICES TO ACCEPT STATE FUNDS FOR THE SAFE HARBOR
PROGRAM**

By Legislator Roy Reehil:

WHEREAS, the Department of Social Services utilizes state funds to support advanced programming to address the needs of trafficked and commercially sexually exploited children and youth in Oswego County; and

NOW, upon recommendation of the Human Services Committee and Finance & Personnel Committee; be it

RESOLVED, that the County Treasurer be, and he is, authorized to transfer the funds from A6010-545500 Other Supplies & Expenses SFHRB line to A6010-436890 Other Social Services SFHRB Revenue line as shown on the attached budget modification request; and be it further

RESOLVED, that a certified copy of this resolution delivered to the County Treasurer, Budget Office and Human Resources Director shall be their authority to make such adjustments.

RESOLUTION PASSED/FAILED, WITH A VOICE/ROLL CALL VOTE

YES:

NO:

ABSENT:

ABSTAIN:



COUNTY OF OSWEGO
Department of Social Services

Stacy Alvord, MSW
Commissioner

P.O. Box 1320 • Mexico, New York 13114
phone 315.963.5000 • fax 315.963.5477

TO: Human Services Committee, Oswego County Legislature
FROM: Stacy Alvord, Department of Social Services Commissioner
DATE: March 14, 2024
RE: Budget Modification – SSADMIN – OTHER SUPPLIES & EXPENSES - SFHRB

INFORMATIONAL MEMORANDUM

SUBJECT: Budget Modification to accept \$35,000 in Safe Harbor funding for the CY2024.

BACKGROUND: The CY2024 Safe Harbor allocation provides state funding to support advanced programming to address the needs of trafficked and commercially sexually exploited children and youth in Oswego County.

These funds are used to contract with the Child Advocacy Center (CAC) to facilitate a collaborative response to exploited children and youth by Oswego County's health and human services agencies, medical providers and law enforcement. The CAC provides training and information to better respond to the youth in Oswego County that are being exploited.

These are 100% state funds with no local share.

FISCAL IMPACT: Increase the A6010.545500 Other Supplies & Expenses SFHRB budget line \$35,000 and increase the A6010.436890 Other Social Services SFHRB revenue line \$35,000. There will be no local share for 2024.

RECOMMENDATION: Approve this budget modification to accept \$35,000 in state Safe Harbor funding for CY 2024.

/lfw



Sara Sunday
Aging Services Administrator
www.oswegocountyny.com/ofa

County Office Complex
70 Bunner Street
Oswego, NY 13126

Informational Memorandum

Subject: Appointment of Members to the Office for the Aging (OFA) Advisory Council

Purpose: To recommend the appointment of members to the OFA Advisory Council

Summary: The OFA Advisory Council was as established by the Oswego County Legislature in accordance with the provisions of Title III of the Older Americans Act of 1965. The purpose of the Advisory Council is to oversee the direction and development of the Office for the Aging, to establish and maintain programs of service for the senior citizens of Oswego County. Appointments are made by the Human Services Committee of the Oswego County Legislature, for a term of three years.

If a vacancy occurs on the Advisory Council, the Human Services Committee will fill the vacancy upon recommendation of the Advisory Council's Nominating/Membership Committee and approval of the Advisory Council. This term will expire at the end of the original appointment of the person being replaced.

The Office for the Aging would like to recommend the following: Nine (9) appointments to the OFA Advisory Council, term beginning April 1, 2024.

OFA Advisory Council Recommendations:

Lowell Newvine – Re-Appointment

Term to Expire: 3/31/27

Mr. Newvine is the Hannibal Town, Village and Historical Society Historian. He is a retired mechanical designer from Novelis. In addition, he is the former Mayor of Hannibal, president of the Board of Trustees for the Hannibal Community Center and president of the Board of Trustees for the Hannibal Free Library. He will bring a wealth of knowledge of issues facing seniors and represent the southwestern corner of the County.

Noreen Patterson – Re-Appointment

Term to Expire: 3/31/27

Ms. Patterson is the former Director of the Phoenix Public Library where she advocated for library funds and technology programming for patrons of all ages. Ms. Patterson will be representing seniors in the Village of Phoenix and surrounding area.

Barbara Dix – Re-Appointment

Term to Expire: 3/31/27

Ms. Dix is a resident of Phoenix, NY. She is the former Oswego County Historian and is currently serving as the Village of Phoenix and Town of Schroepfel historian. Ms. Dix brings a wealth of knowledge to the council and will be representing seniors in the Phoenix area.

Joanne Gardner – Re-Appointment

Term to Expire: 3/31/27

Ms. Gardner is a resident of the Hannibal area. She is a former employee of Oswego Health. Ms. Gardner is actively involved in many volunteer endeavors including RSVP Tax Aides, the United Way, ARISE Advisory Board, RSVP Advisory Board, and Granby Senior Club as Trip Advisor and is a member of the Board of Directors of the Compass Federal Credit Union.

Lorianne Murray – Re-Appointment

Term to Expire: 3/31/27

Ms. Murray works at Oswego County Department of Social Services as the Adult Services Supervisor. Ms. Murray and her office are great partners with OFA and bring a wealth of knowledge on issues affecting Seniors of Oswego County.

Priscilla Walts – Re-Appointment

Term to Expire: 3/31/27

Ms. Walts is a graduate of Oswego County BOCES Medical Assistant Program and has been providing home care services for twenty (20) years. She is a former Ostco- Bone Builders Program Instructor and has taught the AARP Defensive Driving Course for more than ten (10) years. Ms. Walts will be representing seniors in the Town of Schroepel and the surrounding area.

Lori Halstead – Re-Appointment

Term to Expire: 3/31/27

Ms. Halstead is the Coordinator of Nutrition Services for Oswego County Opportunities (OCO). Ms. Halstead is responsible for the overall production and distribution of all meals for Nutrition Services. She brings a familiarity with the services provided as well as an eye for the future. This appointment is Ex-Officio capacity as OFA contracts with OCO Nutrition Services.

Mary Mattison Babbitt – Re-Appointment

Term to Expire: 3/31/27

Ms. Mattison Babbitt is a lifetime resident of Oswego County. Ms. Mattison Babbitt is retired from Cornell Cooperative Extension of Oswego County where she worked as a nutrition educator providing programing at Senior living facilities throughout Oswego County. Ms. Mattison Babbitt will be representing seniors in the Town of Mexico and sounding areas.

Fred Wall – Re-Appointment

Term to Expire: 3/31/27

Mr. Wall has volunteered as an AARP Tax Aide for 16 years. Mr. Wall is also the Treasurer and a Trustee of the Phoenix Public Library. Mr. Wall will be representing seniors in the Town of Schroepel and the surrounding area.

Recommendation:

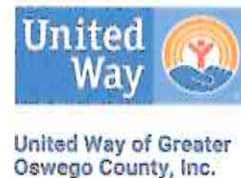
It is respectfully requested that the Human Services Committee of the Oswego County Legislature recommend the above nine (9) people to the Oswego County Office for the Aging Advisory Council for a term of three (3) years, with a term expiring March 31, 2027, for appointment by the Chairman of the Oswego County Legislature.



**Oswego County
Human Services Committee**

March 4, 2024

Imagination Library of Oswego County
Literacy Coalition of Oswego County
c/o United Way of Greater Oswego County
1 South First Street, Fulton, NY 13069
iloc@oswegounitedway.org | (315) 593-1900, Opt. 5
www.OswegoImaginationLibrary.org



IMAGINATION LIBRARY OF OSWEGO COUNTY MONTHLY REPORT: JANUARY 2024

Prepared by:

Mike Egan & Patrick Dewine, Co-Directors
Andrew Eusebio, Coordinator

DATA UPDATE

As of January 31, 2024:

- 3,207 children are active in the program

During January 2024:

- 83 children registered
- 59 children graduated

Since November 2018:

- 6,222 children have registered
- 2,478 children have graduated
- 130,498 books have been delivered in Oswego County

The attached reports for January 2024 include:

1. PROGRAM DASHBOARD:

- Letter Naming Fluency Test:** Results are based on fall 2023 data from Oswego County school districts and will remain unchanged until fall of 2024.
- Comparison of Parent Reading Frequency:** Continues to support parents/guardians reading frequency increasing as their children participate in the program.
- Enrollment by Community Partners:** Registered approximately 11% of current participants.

These community partners include:

- BOCES: CiTi BOCES
- CE: Cornell Cooperative Extension
- DOH: Oswego County Department of Health
- LIB: Public Libraries of Oswego County
- OCO: Oswego County Opportunities
- OH: Oswego Health
- OR: Outreach Events
- SAOC: Salvation Army of Oswego County

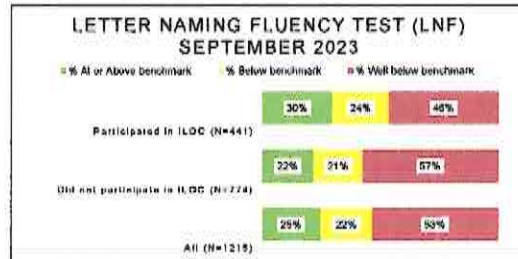
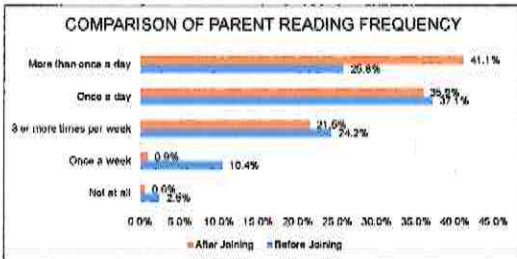
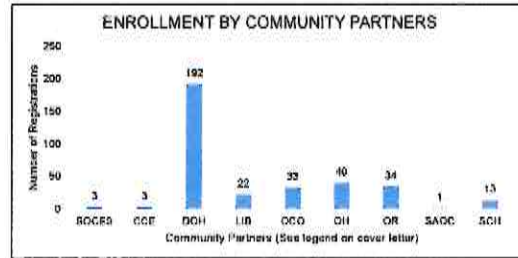
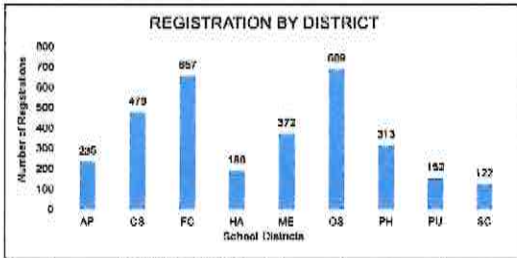
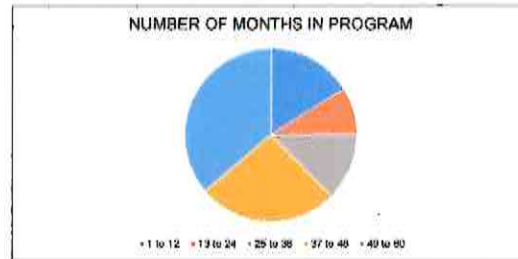
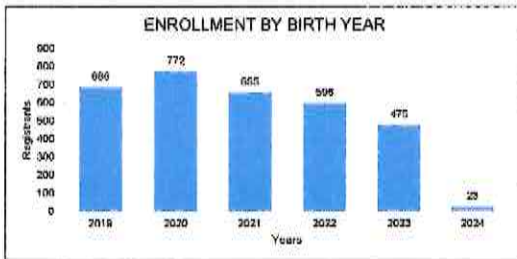
2. CENSUS TRACT: Serving 50.5% of eligible children living in Oswego County.

3. PARENT GRADUATE SURVEY DASHBOARD: Cumulative record of returned surveys.

Imagination Library of Oswego County
Literacy Coalition of Oswego County
c/o United Way of Greater Oswego County
1 South First Street, Fulton, NY 13069
iloc@oswegounitedway.org | (315) 593-1900, Opt. 5
www.OswegoImaginationLibrary.org



MONTHLY REPORT DASHBOARD: January 31, 2024



As of January 31, 2024: **3207** children are active in the program.
During January 2024: **83** children registered; **59** children graduated.
Since November 2018: **6,222** children have registered; **2,478** children have graduated; **130,498** books have been delivered in Oswego County.

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SUPPORTERS

Alliance for Economic Inclusion, Excellus BlueCross BlueShield, Fulton Lions Club, Fulton Savings Bank, Garrett Dunsmoor Memorial Foundation, International Paper Foundation, National Grid Project C, Oswego City-County Youth Bureau, Richard S. Shineman Foundation, Women's Club of Fulton

COMMUNITY PARTNERS

Chirello Advertising, Cornell Cooperative Extension, Oswego County Department Of Health, Oswego County Opportunities, Oswego County School Districts, Oswego Health, Oswego County Libraries, Quintessential Creative



MONTHLY REPORT

CENSUS TRACT (OSWEGO COUNTY): January 31, 2024

CENSUS/ TRACT	Location	CTY	TRACT	2020 Census Tracts Total: 117,124	Children (birth-5) in 2020 Census	Total of children enrolled in ILOC	% of children enrolled in ILOC	SCHOOL DISTRICT TOTALS								
								AP	CS	FC	HA	ME	OS	PH	PU	SC
					6,346	3,207	50.5%	237	481	658	188	370	687	314	151	121
1	Boyleston, Orwell	075	201.01	117	48	41.1%	21									27
2	Rudfield	075	201.02	66	36	54.6%	19									17
3	Sandy Creek	075	202.01	130	48	35.4%									9	39
4	Lacoma	075	202.02	70	35	49.7%										35
5	Pulaski	075	203.01	118	55	46.6%	1								54	
6	Richland W	075	203.03	96	64	66.6%						11			53	
7	Richland E	075	203.04	90	38	39.9%	1								32	3
8	Mexico	075	204.00	284	159	55.0%	12					147				
9	Albion	075	205.01	104	86	83.3%	63								3	
10	Parish	075	205.02	139	81	65.3%	89	2								
11	Amboy	075	205.03	62	32	51.9%	30	2								
12	Constaridia	075	206.00	258	105	40.7%		105								
13	Hasting N	075	207.03	271	135	49.9%		133				2				
14	West Monroe S	075	207.04	101	42	41.5%		42								
15	West Monroe N	075	207.05	120	69	57.7%		69								
16	Central Square	075	207.06	131	69	52.6%		69								
17	CS Village	075	207.07	102	34	33.2%		34								
18	Palermo	075	208.00	187	120	64.0%		10	1			84		25		
19	Phoenix	075	208.01	120	79	65.7%								79		
20	Schroepel SE	075	209.03	133	65	48.8%		1						64		
21	Schroepel N	075	209.04	117	71	60.5%		3						68		
22	Schroepel SW	075	209.05	60	24	40.3%								24		
23	Volney N	075	210.01	137	73	53.1%			53			14	6			
24	Volney E	075	210.02	110	66	60.3%			66					1		
25	Volney SE	075	210.03	59	28	47.2%			22					6		
26	Fulton NE	075	211.01	197	147	74.5%			146					1		
27	Fulton E	075	211.02	115	86	74.5%	1		85							
28	Fulton S	075	211.03	199	97	61.1%			96	1						
29	Fulton W	075	211.04	144	68	47.3%			68							
30	Granby N	075	212.01	68	30	44.2%			7	23						
31	Granby W	075	212.02	133	86	64.5%			67	18	1					
32	Granby SW	075	212.03	151	81	53.7%			42	11				28		
33	Jannibal	075	213.00	244	119	48.7%			4	115						
34	Oswego Town	075	214.01	427	105	24.6%		1		18			86			
35	Minetto	075	214.02	89	37	41.7%							37			
36	New Haven	075	215.01	158	81	51.2%						81				
37	Scriba E	075	215.03	129	81	62.6%			1			9	71			
38	Scriba N	075	215.04	142	65	45.7%						20	45			
39	Scriba W	075	215.05	86	44	51.4%							44			
40	Oswego NW	075	216.01	132	60	45.5%							60			
41	Oswego WNW	075	216.02	152	58	38.1%			1			1	56			
42	Oswego SW	075	216.03	205	99	48.2%							99			
43	Oswego SE	075	216.04	236	101	42.8%							101			
44	Oswego NE	075	216.05	188	81	43.1%							81			
45	Clay	087	113.00		1				1							
46	Raddison N	087	114.01		9									9		
47	Raddison S	087	114.02		9									9		
48	Vienna	085	267.00		9				9							
49	Sterling	011	401.02		3						2		1			
50	Lysander	011	402.02		0											

LEGEND FOR % OF CHILDREN REGISTERED

Less than 39.9%	40 to 49.9%	50 % or more
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2020 CENSUS MAP LINK

https://www2.census.gov/geo/maps/DC2020/PL20/st36_ny/censustract_maps/c36075_oswego/DC20CT_C36075.pdf

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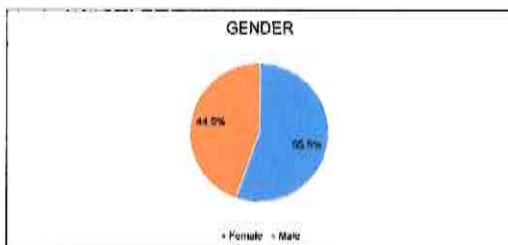
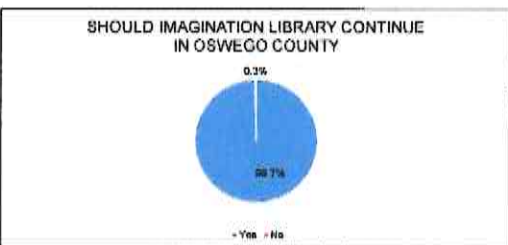
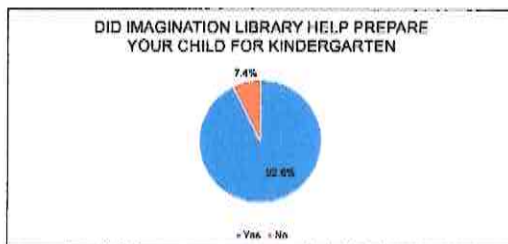
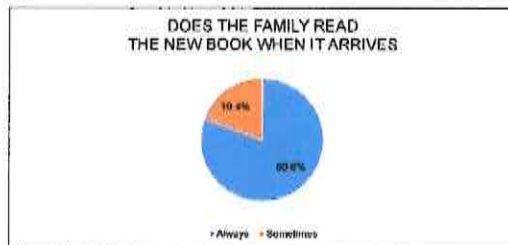
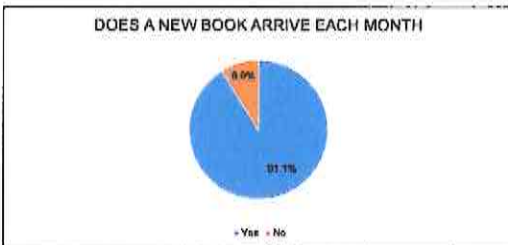
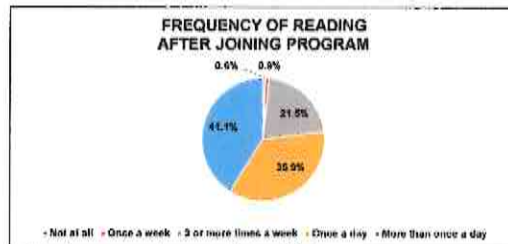
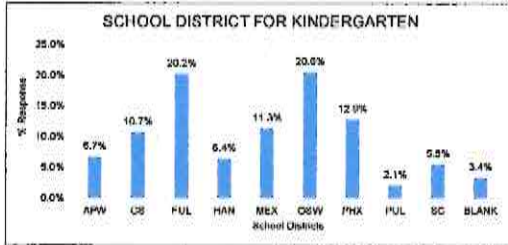


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MONTHLY REPORT
PARENT GRADUATE SURVEY: 11/30/2021–1/31/2024



Survey return rate: 21.40%

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www.OswegoImaginationLibrary.org

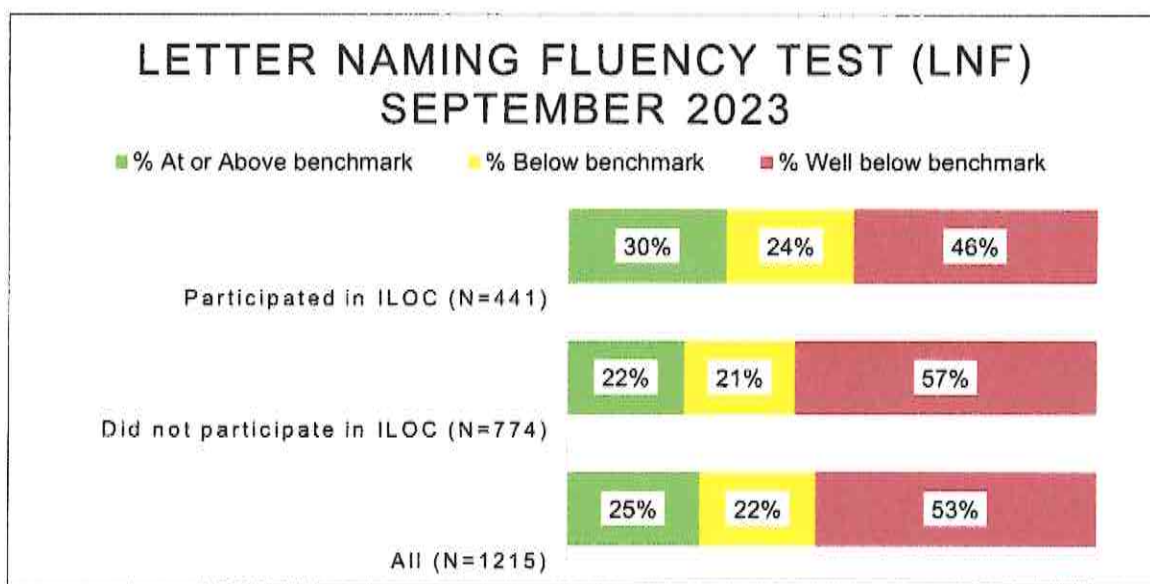
Letter Naming Fluency Test (LNF)

Fall 2023 baseline data for Imagination Library of Oswego County (ILOC)

There were 1,215 children tested. 441 had participated in Imagination Library.

The data below reveals:

- 8% more children scored "At/Above" benchmark compared to children not in the program.
- 11% fewer children scored "Well Below" benchmark compared to children not in the program.



What is Letter Naming Fluency?

Letter Naming Fluency (LNF) is a brief, direct measure of a student's fluency in naming letters. LNF assesses a student's ability to recognize individual letters and say their letter names. Using standardized directions, the assessor presents a page of uppercase and lowercase letters arranged in random order and asks the student to name the letters. The assessor marks letter names that are read incorrectly or skipped. The total score is the number of correct letter names that the student says in one minute.

Raw Score Cut Points:

- No Risk (At/Above) – 25 or more letters identified correctly
- Some Risk (Below) – 15 to 24 letters identified correctly and will require classroom intervention
- At Risk (Well below) – 0 to 15 letters identified correctly and will require intervention beyond the classroom as well as classroom intervention

LNF is a nationally recognized indicator of risk. LNF is a strong and robust predictor of later reading achievement but is not a powerful instructional target, i.e., focusing instruction on letter names should not be expected to lead to better reading outcomes.

For students at risk, the primary instructional goals should be developing phonological awareness skills and gaining knowledge about the alphabetic principle.

Observations:

ILOC has been collecting this data for three years. The follow trends are observable:

1. The number of children test each year is similar:
 - a. 2021: 1228
 - b. 2022: 1210
 - c. 2023: 1215
2. The percentage of children participating in Imagination Library is increasing:
 - a. 2021: 27.0% (332)
 - b. 2022: 30.6% (370)
 - c. 2023: 36.3%, (441)
3. Children who participated in Imagination Library have the **highest** percentage of children tested in the No risk (At/Above) interval:
 - a. 2021: 30% (101)
 - b. 2022: 28% (105)
 - c. 2023: 30% (131)
4. Children who participated in Imagination Library have a **similar but increasing** percentage of children tested in the Below (Some Risk) interval:
 - a. 2021: 16% (52)
 - b. 2022: 18% (68)
 - c. 2023: 24% (107)
5. Children who participated in Imagination Library have the **lowest** percentage of children tested in the Well Below (At Risk) interval:
 - a. 2021: 54% (179)
 - b. 2022: 53% (197)
 - c. 2023: 46% (203)

Conclusion:

Participation of children and parents in the Imagination Library program is positively impacting reading readiness skills.

Imagination Library of Oswego County: Enrollment Rate & Poverty Rate Comparison

Tract	Poverty %	Enrollment %	Children Enrolled	Children (birth-5) in 2020 Census	Status
201.01	18.0%	41.1%	48	117	2. Possible high poverty level
201.02	12.0%	54.6%	36	66	3. Not a high poverty level
202.01	17.0%	35.4%	48	136	2. Possible high poverty level
202.02	22.7%	49.7%	35	70	1. High poverty level
203.01	11.1%	46.6%	55	118	3. Not a high poverty level
203.03	9.1%	66.6%	64	96	3. Not a high poverty level
203.04	23.8%	39.9%	36	90	1. High poverty level
204.00	10.1%	56.0%	159	284	3. Not a high poverty level
205.01	15.7%	63.3%	66	104	2. Possible high poverty level
205.02	13.2%	65.3%	91	139	3. Not a high poverty level
205.03	9.6%	51.9%	32	62	3. Not a high poverty level
206.00	11.0%	40.7%	105	258	3. Not a high poverty level
207.03	11.4%	49.9%	135	271	3. Not a high poverty level
207.04	3.3%	41.5%	42	101	3. Not a high poverty level
207.05	22.6%	57.7%	69	120	1. High poverty level
207.06	14.8%	52.5%	69	131	2. Possible high poverty level
207.07	15.4%	33.2%	34	102	2. Possible high poverty level
208.00	18.3%	64.0%	120	187	2. Possible high poverty level
209.01	22.8%	65.7%	79	120	1. High poverty level
209.03	18.0%	48.8%	65	133	2. Possible high poverty level
209.04	1.6%	60.5%	71	117	3. Not a high poverty level
209.05	0.0%	40.3%	24	60	3. Not a high poverty level
210.01	10.2%	53.1%	73	137	3. Not a high poverty level
210.02	21.3%	60.3%	66	110	1. High poverty level
210.03	18.7%	47.2%	28	59	2. Possible high poverty level
211.01	24.9%	74.5%	147	197	1. High poverty level
211.02	44.1%	74.6%	86	115	1. High poverty level
211.03	7.7%	61.1%	97	159	3. Not a high poverty level
211.04	22.1%	47.3%	68	144	1. High poverty level
212.01	28.5%	44.2%	30	68	1. High poverty level
212.02	31.0%	64.5%	86	133	1. High poverty level
212.03	6.9%	53.7%	81	151	3. Not a high poverty level
213.00	16.1%	48.7%	119	244	2. Possible high poverty level
214.01	10.6%	24.6%	105	427	3. Not a high poverty level
214.02	9.4%	41.7%	37	89	3. Not a high poverty level
215.01	11.9%	51.2%	81	158	3. Not a high poverty level
215.03	7.2%	62.6%	81	129	3. Not a high poverty level
215.04	8.4%	45.7%	65	142	3. Not a high poverty level
215.05	10.7%	51.4%	44	86	2. Possible high poverty level
216.01	32.4%	45.5%	60	132	1. High poverty level
216.02	34.3%	38.1%	58	152	1. High poverty level
216.03	11.5%	48.2%	99	205	3. Not a high poverty level
216.04	22.5%	42.8%	101	236	1. High poverty level
216.05	29.5%	43.1%	81	188	1. High poverty level

Source: US Census Bureau, EDA-Census Poverty Status Viewer

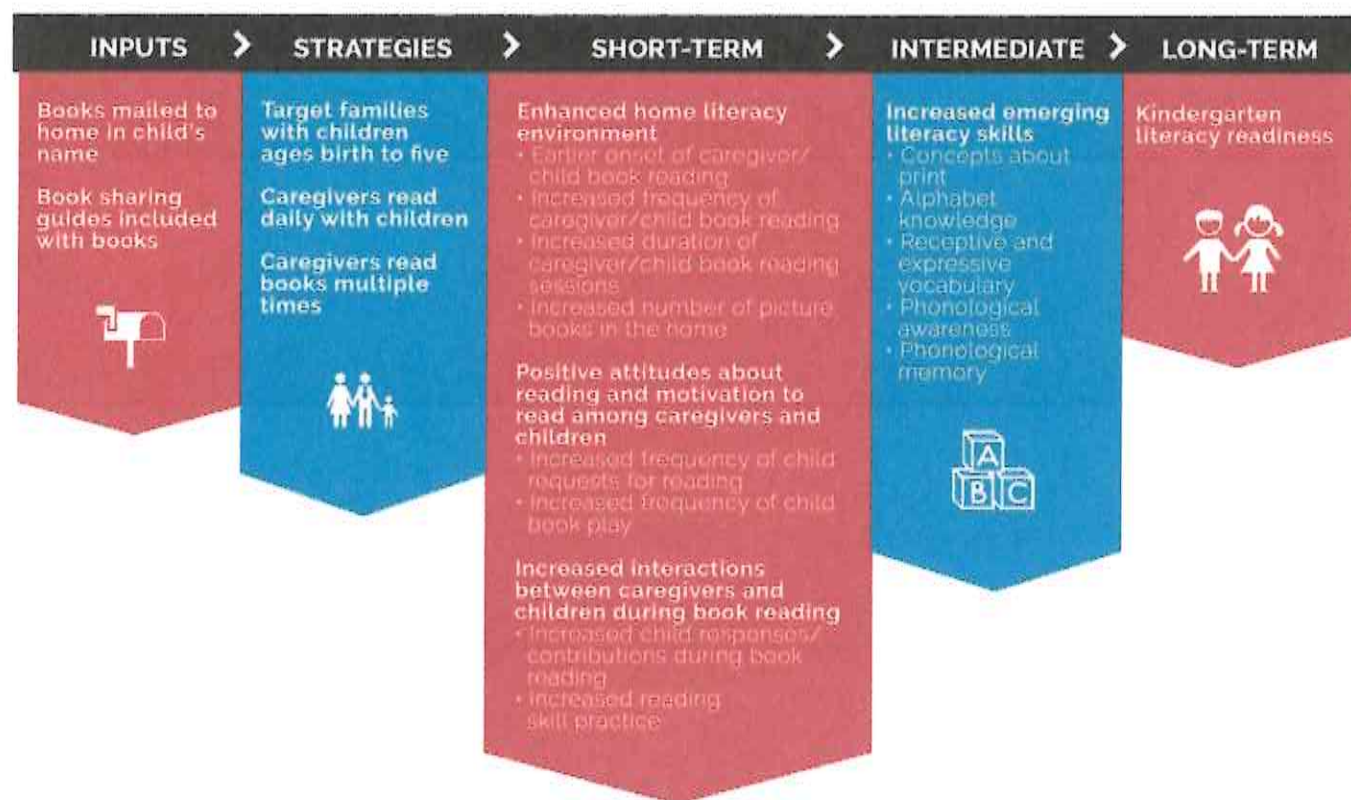
https://mtgis-portal.geo.census.gov/arcgis/apps/experiencebuilder/experience/?data_id=dataSource_8-High_Poverty_7124-17%3A49817&id=ad8ad0751e474f938fc98345462cdfbf&page=High-Poverty-Area-%28County%2FTract%29

Source: 2020 Census Map Link

https://www2.census.gov/geo/maps/DC2020/PL20/st36_ny/censustract_maps/c36075_oswego/DC20CT_C36075.pdf

Logic Model by the Dollywood Foundation

Based on Imagination Library Research Findings and Literature Review



Positive Perceptions

- Participating family members were overwhelmingly positive about the program and its impact on their children when asked in questionnaires, interviews and focus groups.
- Community members, including Imagination Library partners and preschool and kindergarten teachers, also had positive views of the program and its impact on book ownership and literacy practices in homes.
- The positive views of the program and its impacts were present regardless of the demographic characteristics of the community or its participants, and longer program participation often resulted in more positive outcomes.

Richer Home Literacy Environments

- Parents read aloud more to their children and were more comfortable reading as a result of Dolly Parton's Imagination Library.
- Parents reported their children owned more books as a result of participating in the program.

Improving Attitudes & Skills

- Parents believed their children were more interested in reading due to receiving the books each month.
- Participating children were excited when their Imagination Library books arrived in the mail monthly, addressed specifically to the child.
- Some studies found Dolly Parton's Imagination Library had promise with respect to developing children's early literacy skills, as participants had more advanced skills than their classmates who did not participate in the program.



Parent/Guardian Testimonials*

Many of the selections have included activities to help the parents of the children in many of these impoverished communities. These experiences can only help the children and their families. Keep up the quality work.

This program is invaluable, especially in Oswego County where it is statistically poor.

My child was born prematurely which has left her developmentally delayed. Reading the books from Imagination Library has helped both her focus and speech.

Many cannot afford to buy books, and often the books they have are old. Imagination Library helps bring an element of equity to those in our community.

Imagination Library program is an incredibly powerful tool to assist families and children in learning and preparing for school. Our family can't thank Imagination Library enough for their wonderful program and generosity.

This is a great program, and it exposed my child to different types of stories. She had more variety than I may have bought if I were to solely to buy her books.

Thank you for all the wonderful books that we received every month. We always look forward to reading them and now Carter has his own "first library".

Elise is our second daughter to graduate from Imagination Library and we absolutely love the program and will continue to support it for future children.

This is an amazing program that blesses families with new books that we may not have the chance to read otherwise! We love it!

Thank you for providing a meaningful, educational program for children!

*Comments from monthly surveys to parents/guardians of children in Oswego County, gathered from Nov. 2021 to Jan. 2024.



How It Works

In the United States



Book Order System



Data
Child Registrations

Data
Book Order Files



Monthly Invoice
Payment

Local
Affiliate



501(c)3
Partner

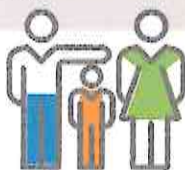
Primary Roles

- Enrolls local children ages 0-5 years in selected coverage area
- Pays **\$2.20** per child per month towards wholesale books and mailing costs on average
- Promotes program locally to drive enrollment and/or funding



Primary Roles

- Covers all overhead and admin expenses at no cost to Local Affiliates/Partners
- Provides BOS database and support
- Coordinates Blue Ribbon Book Selection Committee
- Coordinates monthly book order and fulfillment



Monthly
Book Deliveries



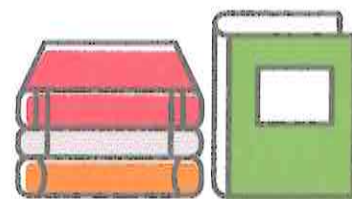
Local Affiliate may be a business, school district, solo, etc.
Need 501(c)3 non-profit partner to get non-profit mailing rates



Books arrive at child's home with name on the mailing label



At no cost to the family, books are delivered monthly to children from birth to age 5 in a designated coverage area





COUNTY OF OSWEGO
Department of Social Services

Stacy Alvord, MSW
Commissioner

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Date: March 4, 2024
To: Human Services Legislative Committee
From: Marti Babcock, Deputy Commissioner
Re: Technology Update – DSS

To provide you with an update on the status of the technology projects that are underway at DSS, I have compiled the following:

Northwoods Traverse: DSS has recently been immersed in several different activities around the use of Traverse.

- The first is our project to optimize the use of the solution across the board in the Services Division. This involved a contracted solution optimization plan and its implementation with Northwoods. They began with an analysis of current Traverse utilization via reports and focus groups. They assessed concerns regarding hardware used with the solution. We discussed staff turnover that has been significant since moving to Traverse in 2022, leaving remaining staff struggling with workload and potentially avoiding the learning curve with software to “get it done”.
- Quick wins identified:
 - Address the issue of forgotten passwords and tokens which cause delay in accessing tablets on the road.
 - Elimination of the “on call box” – file box w/ paper forms had been used by staff when on call are no longer necessary as all forms needed are available online.
 - Identifying tips for streamlining the gathering of information during client visits
 - Maintaining latest updates of all forms of Traverse, including Traverse capture, which allows CWs to take photos in the field and immediately upload them to the relevant case.
 - Identify tips for easily searching for information that will narrow down the search results and saving time finding the correct documents
 - IT to set up to “push” updates of the system to all CW devices reducing the need for staff to follow instructions to install updates
 - Clarify leadership expectations around use of the system – allowing people to use/not use the system according to preference leaves the next CW touching the case at a loss. Traverse is a standing agenda item on team meeting agendas, as well as meetings focused solely on Traverse.
 - Training for supervisors on reports that are available through Traverse and how to use them in supervision.

- Implement full use of Traverse in the Legal Unit to minimize hand-offs of documents and information
- Use workflow to share and/or reassign work between staff, obtain supervisory sign-off, etc.
- Traverse was recently expanded to include Traverse Connect, which allows CWs to share forms and documents with providers, schools, and clients. The tool allows the recipient to complete forms and return them directly within Traverse, as well as upload other supporting documents. The portal only allows the recipient to view what is directly shared with them by the CW. If our partner accepts the option, connect can eliminate the need for paper mailing or faxing information between them and DSS.
- Creation of a new team of Traverse “experts” and a Traverse Lead. There is an expert in each of the smaller work teams that is committed to helping with questions and brings issues back to the group. Our Traverse Lead is a Sr. CW that coordinates a meeting with the experts for 15 min each week and helps to troubleshoot issues.

Laserfiche – DSS has been using Laserfiche Avante for a couple of years as a document repository for Child Support records and IVE eligibility records. Laserfiche is also used by the Treasurer’s Office, Health Dept and now the Records Center as well. In December, IT worked with Terry Wilbur and me to get the system upgraded to Laserfiche Rio. Laserfiche Rio offers several advantages:

- Different levels of user licenses, from a scan/read only access to full function access that allows for file management and deletion. This change lowers the cost for the licenses needed.
- A fully functional, true thin-client interface that does not require any software to be installed, maintained, or updated at the workstation level.
- The Laserfiche Workflow system, capable of automating business processes in high volume transactional environments, as well as customizing the way the system reacts to user input.
- A built-in auditing solution for security and compliance.
- Production-level document capture and processing, including a variety of image enhancements, data extraction and processing tools to automate document identification, indexing, classification, and filing.

Our next steps will be to train our Laserfiche users on how to scan documents into the system and maintain them.

Over the coming weeks, we will be collaborating with IT to implement the use of Laserfiche for:

- Child Support
- IV-E eligibility
- Adoption records
- Childcare subsidy case records – including eligibility documentation and timesheets
- Accounting records

Eligibility Verification Assistant – introducing this project at the March meeting. Uses AI assistants to assist with answering calls from the public as well as answer staff questions around policy, procedure, and eligibility requirements.